



CYNTHIA D. BANKS
Director

**COMMUNITY AND SENIOR SERVICES
OF LOS ANGELES COUNTY**

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"To Enrich Lives Through Effective And Caring Service"

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BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

#18 JUNE 9, 2010

Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER

June 09, 2010

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

APPROVAL TO EXTEND AND AMEND THE HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM FOR FISCAL YEAR 2010-11

SUBJECT

Community and Senior Services (CSS) seeks delegated authority to: 1) accept funding for the Fiscal (FY) 2010-2011 Health Insurance Counseling and Advocacy Program (HICAP) grant award, 2) accept and execute the FY 2010-2011 HICAP contract and any contract amendments from the California Department of Aging (CDA); 3) delegate authority to the Director of CSS, or designee, to extend the contract term and execute a contract amendment with the current HICAP provider, the Center for Health Care Rights (CHCR); 4) execute contract amendments to increase or decrease the amended contract amount. HICAP provides health insurance counseling and advocacy services to Medicare Beneficiaries, their representative or persons aged 60 and older who are close to obtaining Medicare eligibility.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Authorize the Director of CSS, or designee, as the Los Angeles County Area Agency on Aging (AAA), Planning and Service Area (PSA) 19, to accept funding for the FY 2010-2011 HICAP grant award of \$931,620 (Contract # HI-1011-19) from the CDA for the continued provision of HICAP services.
2. Authorize the Director of CSS, or designee, to accept and execute the FY 2010-2011 HICAP contract and any contract amendments from the CDA provided that the Director of CSS, or designee, notifies your Board and the Chief Executive Office (CEO) in writing within ten work days of accepting and/or executing the contract or any such amendments.

3. Delegate authority to the Director of CSS, or designee, to extend the contract term and execute a contract amendment with the current HICAP provider, CHCR, in the estimated amount of \$288,646 for the continued provision of health insurance counseling and advocacy services for a period not to exceed three months, effective June 30, 2010 through September 30, 2010, pending the outcome of solicitation in process that will result in contract award effective October 1, 2010. This contract amendment is funded by HICAP funds. The final funding amount is contingent upon funding availability. The contract amendment will be approved as to form by County Counsel prior to execution.

4. Authorize the Director of CSS, or designee, to execute contract amendments to increase or decrease the amended contract amount based on contractor performance and total available funding provided that: (a) approval of County Counsel is obtained prior to any such amendment and (b) the Director of CSS, or designee, confirms in writing to the Board of Supervisors and the CEO within 30 days after such amendments have been executed. This action would assure full expenditure of funds and is consistent with the Board's policy requiring review of contractor performance.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

HICAP provides health insurance counseling and advocacy services to Medicare Beneficiaries, their representative or persons aged 60 and older who are close to obtaining Medicare eligibility in Los Angeles County, excluding the City of Los Angeles. CSS is requesting authority from your Board to extend and amend the existing program contract in order to complete the solicitation process. CSS worked with the CDA to redesign this current program, implement the recommendations made by the CDA, and incorporate new program requirements.

The four-year funding cycle for the HICAP program expired at the end of FY 2006-2007. CSS received approval by the CDA to extend the contract term for three additional 12-month periods, effective July 1, 2007 through June 30, 2008; July 1, 2008 through June 30, 2009; and July 1, 2009 through June 30, 2010. While CSS currently has a solicitation in process for these services, it will not be concluded by June 30, 2010. However, because contract award is expected by October 1, 2010, only a three-month extension is needed. In discussions with CDA, this extension is permitted under the California Administrative Code, Title 22, Section 7360(a)(2).

Performance Measures

To comply with federal and State funding source requirements and Los Angeles County's Performance Counts! Initiative, CSS has developed the following performance standards to measure program effectiveness:

- Percentage of participants who reported improved social functions and emotional well-being; and
- Assist seniors to live independently in their home for as long as possible; and
- Percentage of older adults served who are minority, low-income, disabled and aged 75+, who exceed the national average.

Implementation of Strategic Plan Goals

The recommended actions support the County's Strategic Plan Goals: Goal #1 Operational

Effectiveness, Goal #2 Children, Family and Adult Well-Being, and Goal #4 Health and Mental Health.

FISCAL IMPACT/FINANCING

The FY 2010-2011 HICAP will be fully financed using HICAP funding. Funding for this program is already reflected in CSS' FY 2010-2011 Proposed Budget. Of the \$931,620, \$288,646 is being allocated to the current service provider for the three- month extension and the balance of \$642,974 will be allocated for the new contract period and administrative costs.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The funding cycle for the HICAP expired at the end of FY 2006-2007 and was extended through FY 2009-2010. Likewise, the current HICAP contract is scheduled to expire June 30, 2010. CDA recommended that CSS redesign the program as a result of a monitoring visit conducted in March 2007. CSS has redesigned the program with the CDA, and a solicitation is in process, but will not be concluded by June 30, 2010. However, because contract award is expected to take place by October 1, 2010, only a three-month extension is needed. In discussions with CDA, this extension is permitted under the California Administrative Code, Title 22, Section 7360(a)(2).

The CHCR has consistently performed at or above contractual requirements.

CONTRACTING PROCESS

As a State-designated AAA, CSS is required to conduct a bid process every four years to solicit proposals and to fund those agencies qualified to provide services to Medicare Beneficiaries, their representative, and persons aged 60 and older who are close to obtaining Medicare eligibility, using HICAP grant funds. CSS received approval by the CDA to extend the contract term for an additional 12-month contract term effective July 1, 2009 through June 30, 2010.

While a solicitation is currently in process for these services, it will not be concluded by June 30, 2010. However, because contract award is expected to take place by October 1, 2010, only a three-month extension is needed. In discussions with CDA, this extension is permitted under the California Administrative Code, Title 22, Section 7360(a)(2).

Monitoring Requirement

This service provider will continue to be monitored on an annual basis and will include administrative and programmatic monitoring to ensure contract compliance. Program monitoring is accomplished through the CSS Contract Compliance Division. Fiscal compliance monitoring will be conducted biannually by an approved vendor procured through the Auditor-Controller.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

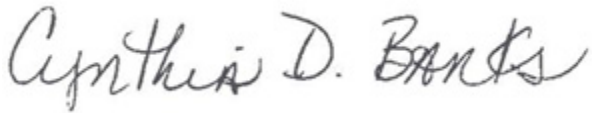
The recommended actions will assure seamless delivery of services to clients and enable the

continuation of current HICAP services.

CONCLUSION

Upon Board approval, please mail one copy of the adopted Board Letter to Carol Domingo, Program Manager, Contracts Management Division, CSS, 3175 West Sixth Street, Room 403, Los Angeles, CA 90020. If you need to contact Ms. Domingo, she may be reached at (213) 215-2564.

Respectfully submitted,

A handwritten signature in dark ink, reading "Cynthia D. Banks". The signature is written in a cursive, flowing style.

CYNTHIA D. BANKS
Director

CDB:OS:MQ
CD:SIR:sir

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors